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Public Comments on Framework for Next Generation 911 Deployment:=====

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I am in support of the NG-911 plan because throughout the proposal, many of the interests at stake, the possible innovations, and the numerous challenges are presented. All in all, I finished reading the proposal with a sense that 911 can better serve the nation if it is updated and renovated to comply with today's technology advancements.

Throughout the proposal it is very clear that one main interest is in providing more convenient services for disabled people. It is important that emergency services be truly accessible to all, especially considering that today that is more possible than it used to be due to technological progress.

I thought about how sometimes it is inconvenient to call a landline at a time or a place where it would be better to communicate without volume. It can be quicker and could actually be safer if someone is in

close proximity to the person they would like to report and they can simply text instead of alerting the person unnecessarily while making a vocal call.

I thought the proposal was also very accessible to every day people, using laymen terms when possible and clearly explaining current 911 procedures and proposed NG-911 services. I valued this because I think having a better understanding of how 911 currently works is helpful in appreciating the complexities of the system as it exists and hopefully being more patient and open to whatever modifications are made, even if some of what is proposed is not possible at the moment because of resources, bringing together various telecommunications systems, etcetera.

There are some very interesting issues to consider in regard to liability during the system transition if emergency services are delayed in response due to glitches in the system. Glitches are to be expected and are understandable but it is of great concern if a person does not receive the attention they need when they need it due to technical difficulties. I think the proposal so far has much potential.